

Hsiao Tong (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 5 January 2022 3:01 PM
To: claims-singapore
Subject: VC014803 Accident involving SHC4657T & YP1471L on 1.10.2021 along Pioneer Road (Our Ref: TAX/10/21/2002/ST)
Attachments: 4075_001.pdf

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



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Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 – 2021

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Selena Tan Lee See (Strides Automotive Services Pte Ltd) <Selena.Tan@strides.com.sg>
Sent: Wednesday, 8 December 2021 6:00 pm
To: Jenny Toh <jenny.toh@qbe.com>
Subject: FW: Accident involving SHC4657T & YP1471L on 1.10.2021 along Pioneer Road (Our Ref: TAX/10/21/2002/ST)

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Jenny

We refer to the above accident and wish to quantify our claims as follow:

Cost of Repair	S\$1,800.00
Loss of Rental	S\$1,188.00 (\$66.00 x 18 days)

LTA search fee	S\$ 7.00
TOTAL	S\$2,995.00

Attached supporting documents for your review.

** Please note that our Hirer has appointed Arasan Law Chambers to claim for his loss of income.

Please let us hear from you soon.

Thank you

Regards

Selena Tan

Claims and Insurance Agency

Direct line +65 6866 2653 | Direct fax +65 6368 7421

60 Woodlands Industrial Park E4

Singapore 757705



AUTHORISATION TO ACT

I/We, **STRIDES TAXI PTE LTD** ("the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHC 4657T** (vehicle no.) hereby authorize **STRIDES AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. **SHC 4657T** that was damaged pursuant to the accident which occurred on **01/10/2021** (date) along **PIONEER ROAD** (location) involving vehicle no/s **YP 1471L** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of STRIDES TAXI PTE LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 28th (day) of April (month) 2022 (year)

Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)



DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SHC4657T
Our Reference : VC014803

I/We, **Strides Taxi Pte Ltd** do hereby acknowledge the sum of Singapore Dollars: Two Thousand Four Hundred Fifty only (S\$2,450.00) being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**FRP PRODUCTS CO PTE LTD**', over damage to my/our vehicle **SHC4657T** from an accident involving **SHC4657T** and **YP1471L** at/along **PIONEER ROAD**, which occurred on **01/10/2021** at about **20:40hrs**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**FRP PRODUCTS CO PTE LTD**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 28th of (month) April (year) 2022

Signature



Claimant's Name

XXXX369K
FIN/NRIC No.

Address

60 Woodlands Industrial
Park E4
Singapore 757704

Company stamp if applicable

Witness's Signature

Ong Hua Yim

Witness's Name

Gxxxx92P
FIN/NRIC No.

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6534 5356)

Our acceptance of your offer
of settlement would not negate
or prejudice our driver's right
of recovery for his/her losses.

Customer Code: 3000063

STRIDES TAXI PTE. LTD.

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Strides Automotive Services Pte. Ltd.
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV211100303
Date : 24.11.2021
Vehicle No. : SHC4657T
Your Ref No. : TAX/10/21/2002
Our Ref No. : 24112525
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 1,800.00

TOTAL \$ 6,700.00
REPAIR COST EXCEED SALVAGE
VALUE BEARED BY STRIDES TAXI
-\$ 4,900.00
GRAND TOTAL \$ 1,800.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 01.10.2021

Payment Instructions

- By Cheque: Crossed and made payable to "Strides Automotive Services Pte. Ltd." with invoice no. indicated on the reverse side. No receipt will be issued unless requested.
- By Bank Transfer:
- Account Name : Strides Automotive Services Pte. Ltd.
- Bank Name : DBS Bank Ltd - SGD
- Bank Account No.: 018-008617-4
- Swift Code : DBSSSGSG

Koo Yew Chung
Koo Yew Chung (Nov 24, 2021 17:33 GMT+8)

Authorised Signature
for Strides Automotive Services Pte. Ltd.



STRIDES TAXI PTE LTD

MEMORANDUM

To: Claims Department

Our Ref: TAX/10/21/2002/ST

ACCIDENT INVOLVING SHC4657T & YP1471L ON 01.10.2021 ALONG PIONEER ROAD

This is to certify that the daily rental rate for SHC4657T is \$66.00

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
STRIDES TAXI PTE LTD

A circular blue ink stamp. The outer ring contains the text "STRIDES TAXI PTE LTD" and a small star. In the center, there is a handwritten signature. Below the stamp, the text "for Manager" is printed.

for Manager

Laid Up Report

Accident Start Date : 01/10/2021
Accident End Date : 01/11/2021

Date Generated : 15/11/2021
User Name : TanSelena

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/10/21/2002	SHC4657T	Strides Taxi Pte Ltd	TOYOTA	PRIUS	24112525	01/10/2021 8:44 PM	20/10/2021 8:38 AM

Total = 18 days.

Enquire Vehicle-Related Transaction History

*Transaction History Details

Log Date/Time:	04 Oct 2021 / 09:39:04	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	YP1471L	Business Transaction Reference No.:	20211004093904679542
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	01 Oct 2021 20:40:00		
Insurance Company:	QBE INSURANCE (SINGAPORE) PTE LTD		

Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

ACCIDENT INVOLVING YP 1471L & SHC 4657T ALONG/AT PIONEER ROAD ON 01/10/2021

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Fri 12/3/2021 6:13 PM

To: EUNICECHIA@FRP-PRODUCTS.COM <EUNICECHIA@FRP-PRODUCTS.COM>

Cc: Admin A <admin-a@lkkauto.com>

OUR REF : CC3/QBE21010320/R1rs3

FRP PRODUCTS CO PTE LTD – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING YP 1471L & SHC 4657T ALONG/AT PIONEER ROAD ON 01/10/2021

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SHC 4657T against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

*c.c. QBE Insurance (Singapore) Pte Ltd
(Motor Claims Dept)*

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Hsiao Tong (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, 26 April 2022 12:00 PM
To: Mei Kwan (LKKAUTO)
Cc: claims-singapore; Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Mei Kwan

Ok, proceed as per advice.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 64771225

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AustCham Singapore Business Awards – Business Excellence Award 2021 and Digital Capability Award 2020, Singapore

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Tuesday, 26 April 2022 11:17 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Jenny,

We refer to the below email.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 20 April, 2022 11:29 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Jenny,

Thank you for your approval.

Please note that the total for the mandate should be at **\$ 2,467.49** (all-in) instead of \$ 2,401.49 (all-in).

The summary is as follows: -

☐	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 25,800.00	\$ 1,800.00
2. Loss of Rental (18 days x \$66.00)	\$ 1,188.00	\$ 660.00 (10 days x \$66.00)
3. Cost of Repair	\$ 7.49	\$ 7.49
TOTAL	\$ 26,995.49	\$ 2,467.49

Surveyor recommended 7 days for repair + 1 Sunday + 2 PRS =10 DAYS

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, April 19, 2022 4:43 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Mei Kwan

Kindly proceed as per advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 64771225

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 19 April 2022 3:41 pm

To: Jenny Toh <jenny.toh@qbe.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Jenny,

We refer to the above matter.

Please refer to the attached email and let us have your approval / instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, April 19, 2022 2:13 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Jaslin

Have this claim been resolved? Kindly let us have a copy of the survey report.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 64771225

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Thursday, 10 February 2022 3:21 pm

To: Jenny Toh <jenny.toh@qbe.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Jenny

We are currently pending TP LOD to seek mandate.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 10 February 2022 2:51 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Jaslin

Kindly let us have the update for this claim?

Claim still outstanding.

Jenny Toh

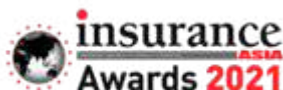
Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

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I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 5 January 2022 3:10 pm
To: Jenny Toh <jenny.toh@qbe.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

WITHOUT PREJUDICE

Dear Jenny

We are currently preparing our report to seek mandate.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jenny Toh <jenny.toh@qbe.com>

Sent: Wednesday, 5 January 2022 3:03 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Su Li

Can kindly expedite for this claim?

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 – 2021

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From: Jenny Toh <jenny.toh@qbe.com>

Sent: Wednesday, 24 November 2021 10:56 am

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Su Li

Attached the claim form as per request.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225



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Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 – 2021

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 24 November 2021 9:34 am

To: Jenny Toh <jenny.toh@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: Re: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

****Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, November 17, 2021 6:40 PM

To: Jenny Toh <jenny.toh@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>

Subject: Re: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Resend.

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Jenny Toh <jenny.toh@qbe.com>

Sent: Tuesday, October 12, 2021 7:52 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Su Li

We refer to your below email.

LKK Auto no longer our panel workshop all third party claim will not allow to handle at your end.

regards

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



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Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 – 2021

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 12 October 2021 9:10 am

To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: Re: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Sent: Friday, October 8, 2021 9:13 AM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: FW: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Jenny,

Please assist,

Syaheeda othman

Manager

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1130 | +65 9233 6977

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, 8 October 2021 9:06 am
To: claims-singapore <claims-singapore@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 4657T at M/s SMRT AUTOMOTIVE SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**
- **TP estimated cost of repair (Incomplete)**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jaslin.

To check availability of the case handler, you may contact the undersigned.

****Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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